I. THIS CHAPTER PROVIDES INSTRUCTIONS AND INFORMATION FOR:

- The Collections Menu function options;
- The Collections Menu function keys;
- The Payments field descriptions;
- The Payments function keys;
- Adding a payment by referral ID;
- Adding a payment by individual ID;
- Displaying a payment;
- Entering a Compromised Amount (FNS Only);
  - Undoing a Compromised Amount (FNS Only);
- Increasing the Current Balance;
- Decreasing the Current Balance;
- Applying a payment/adjustment;
- The Payment History By Referral field description;
- The Payment History By Referral function keys;
- Displaying a list of payment history by referral;
- Viewing payment details (Payment History By Referral);
- The Payment History By Individual field description;
- The Payment History By Individual function keys;
- Displaying a list of Payment History By Individual;
- Viewing payment Details (Payment History By Individual);
- The NC Debt Setoff Pending function keys;
- Setting or Updating a DOR appeal flag;
• Setting DOR O appeal flag;
• TOP Payments Online Posting/Correction/Refund/Reversal
• Entering field details using F4 key;
• Searching for an individual ID.
• EIS Recoupment Process
• FSIS Recoupment Process

II. COLLECTIONS MENU

A. Collections Menu Options

<table>
<thead>
<tr>
<th>OPTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Payments/Adjustments/Reversals</td>
<td>To enter payments or adjustments</td>
</tr>
<tr>
<td>2. Payment History by Referral</td>
<td>To view payment history by referral</td>
</tr>
<tr>
<td>3. Payment History by Individual</td>
<td>To view payment history by individual</td>
</tr>
<tr>
<td>4. NC Debt Setoff Pending Intercept</td>
<td>To view, apply and update pending NC tax intercepts</td>
</tr>
</tbody>
</table>

B. Collections Menu Function Keys

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>To access EPICS on-line help</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
</tbody>
</table>

III. PAYMENTS

Payments can be received from many sources, such as the individual, Recoupments, Tax Intercept, etc. It is required that these payments be recorded and maintained in EPICS. The PAYMENTS screen provides the investigator or collector with a means for entering payments and updating claim balances.
A. Payments Field Descriptions

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
<th>REQUIRED</th>
<th>SYSTEM GENERATED</th>
<th>OPTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral ID</td>
<td>10 digit number generated by the system upon creation of a referral</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtor</td>
<td>Unique ID associated with the debtor supplied by CNDS</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual ID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAME</td>
<td>Last name, suffix, first name, and middle initial of the debtor</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN</td>
<td>Debtor’s social security number</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB</td>
<td>Debtor’s date of birth</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEX</td>
<td>Debtor’s sex</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COUNTY</td>
<td>3 digit number between the values of 000-100 representing the issuing county in which the overpayment took place</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PROGRAM</td>
<td>Up to 4 character code that identifies the benefits program to which the referral applies</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASE ID</td>
<td>Program Case ID associated with referral</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COUNTY CASE #</td>
<td>County case number associated with the referral</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIELD</td>
<td>DESCRIPTION</td>
<td>REQUIRED</td>
<td>SYSTEM GENERATED</td>
<td>OPTIONAL</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------</td>
<td>------------------</td>
<td>----------</td>
</tr>
<tr>
<td>TYPE OF CLAIM</td>
<td>Up to 4 character code that identifies the type of claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>OP/OI BALANCE</td>
<td>Up to 9 character; the current balance of the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>OVERPAYMENT PERIOD</td>
<td>Start and ending date of the overpayment</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>METHOD OF COLLECTION</td>
<td>Up to 15 characters; identifies the means in which the money is collected</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>OVERCOLLECTION AMOUNT</td>
<td>Up to 9 characters; amount of overcollection made to the payment – generally a refund.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PAYOR NAME</td>
<td>Up to 30 characters; name of the debtor making the payment (Defaults to the Case head payee on the referral unless changed)</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>PAYMENT AMOUNT</td>
<td>Up to 9 characters; amount of payment made against the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>AMT APPLIED</td>
<td>Up to 9 characters; amount of payment applied to claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>CHECK NUMBER</td>
<td>Up to 5 characters; number of check if the client is paying by check</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
### FIELD DESCRIPTION

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
<th>REQUIRED</th>
<th>SYSTEM GENERATED</th>
<th>OPTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE RECEIVED</td>
<td>10 character (MM/DD/YYYY) date the payment was posted-defaults to the current date</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RECEIPT #</td>
<td>10 character receipt number</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>COLLECTOR</td>
<td>County Worker number of the person signed in posting the payment.</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>CREATE DATE</td>
<td>10 character (MM/DD/YYYY) date the payment was actually entered into the system</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMMENTS</td>
<td>Up to 80 characters; textual description about the payment</td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

### B. Payment Function Keys

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F2</td>
<td>To clear the screen</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
<tr>
<td>F4</td>
<td>To display a list</td>
</tr>
<tr>
<td>F6</td>
<td>To add the payment (save)</td>
</tr>
<tr>
<td>F7</td>
<td>To display a payment</td>
</tr>
<tr>
<td>F8</td>
<td>To enter a payment correction</td>
</tr>
<tr>
<td>F12</td>
<td>To cancel or return to the previous screen</td>
</tr>
</tbody>
</table>

### C. Payment By Referral ID Or Individual ID

A collector can add a payment by applying it to a specific referral. There may be multiple debtors assigned to a particular referral. Always ensure you are posting the payment to the correct debtor.

If multiple debtors, i.e. husband and wife, are paying on a specific referral, they should be posted by Referral ID versus Debtor Individual ID. This ensures the entire payment(s) is credited on a specific referral.
1. To add a payment by referral ID

   a. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.

   b. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.

   c. In the **REFERRAL ID** field, key the ID and press **Enter**. The referral displays.

   d. In the **METHOD OF COLLECTION** field, key the collection method.

      You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an ‘S’ under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the **METHOD OF COLLECTION** field.

   e. In the **PAYOR NAME** field, verify payor’s name. If necessary, select a different payor.

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**NOTE:** If you do not know the code or value for a field, you may use the = and F4 key to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.
NOTE: The PAYOR NAME field defaults to the case head payee name. If the case head payee is not making the payment, change the name to the appropriate payor. To accomplish this, enter = and press the F4 function key to select the appropriate debtor.

f. In the PAYMENT AMOUNT field, key the dollar amount of the payment.

g. In the DATE RECEIVED field, key the date the payment was received.

NOTE: The DATE RECEIVED field defaults to today’s date unless changed.

h. In the PAYMENTS COMMENTS field, enter a description of the payment, if necessary.

i. To add/save the payment, press the F6 function key.

NOTE: The RECEIPT NUMBER field is system generated upon adding the payment and the OP/OI BALANCE field reflects the new balance.

If another payment needs to be posted to the same referral, press the F2 function key to clear the screen and repeat above steps. Continue this process until all payments for the specific referral have been posted.

j. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

2. To add a payment by Individual ID

A collector can apply a payment to an individual ID. If more than one referral is associated to the individual ID, EPICS distributes the money among all referrals for that individual ID.

If a single program is tied to the Individual ID, all moneys are applied to the oldest claim first. If multiple programs are tied to the Individual ID, the moneys are divided amongst all programs paying on the oldest claim first.

NOTE: If the method of collection is STATE TAX INTERCEPT, it is required to apply the payment by debtor individual ID.

a. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

b. In the ENTER OPTION field, key the number 1 and press Enter. The PAYMENTS screen displays.
NOTE: If you do not know the code or value for a field, you can use the = and F4 keys to display a list of codes or values for the selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.

c. In the DEBTOR INDIVIDUAL ID field, key the debtor ID and press Enter. The debtor information displays.

d. In the METHOD OF COLLECTION field, key the collection method.

You may use the equal (=) key and F4 key to obtain the list of codes. From the list of codes, enter an ‘S’ under the SELECT column by the appropriate code. Press ENTER. The code selected is brought forward to the METHOD OF COLLECTION field.

NOTE: If the payment is a cash payment or recoupment, and all open claims (in CO status) are associated to the same program, the payment is applied to the oldest claim first. If the payment is cash and all open claims (in CO status) are associated to different programs, the payment is equally divided amongst each of the programs, paying on the oldest claim first.
e. In the **PAYMENT AMOUNT** field, key the dollar amount of the payment.

f. In the **DATE RECEIVED** field, key the date the payment was received.

**NOTE:** The **DATE RECEIVED** field defaults to today’s date unless changed.

g. If necessary, enter data in the optional fields.

h. To add/save the payment, press the **F6** function key.

**NOTE:** The **RECEIPT NUMBER** field is system generated upon adding the payment.

i. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**D. Display a Payment By Receipt Number**

1. From the **MAIN MENU**, key the number 4 in the Enter Option field and press **Enter**. The COLLECTIONS MENU displays.

2. In the **ENTER OPTION** field, key the number 1 and press **Enter**. The PAYMENTS screen displays.

3. In the **RECEIPT #** field, key the number and press Enter or the **F7** function key. The payment displays.

**NOTE:** Multiple payments tied to one receipt can not be displayed using the Payment screen. The error message, ‘MULTIPLE REFERRALS FOR RECEIPT #. GO TO PAYMENT HISTORY BY REF/IND’ is displayed.

4. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.

**E. Compromised Amounts (FNS ONLY)**

1. To enter a Compromised Amount (**FNS Only**)

There are times when the overpayment and current balance originally entered into EPICS on the Claim Detail screen is different, due to a negotiation or judgement and needs to be adjusted. Entering a compromised amount does this.

When you enter a compromised amount, the current balance will subtract the amount entered to reflect the change, i.e., original overpayment and current balance was $250.00.
You enter a compromised amount of $100.00. Your Current Balance field now reflects a balance of $150.00, providing no payments have been made.

The Overpayment Amount field automatically changes. This field is unprotected and can be changed by the end-user.

a. From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

b. In the **ENTER OPTION** field, key the number 1 and press Enter. The PAYMENTS screen displays.

c. In the **REFERRAL ID** field, key the ID and press Enter. The referral displays.

d. In the **METHOD OF COLLECTION** field, key the code AJCA, Adjustment Compromised Amount.

e. In the **PAYOR NAME** field, verify payor’s name. If necessary, select a different payor.

**NOTE:** The **PAYOR NAME** field defaults to the case head payee name.

f. In the **PAYMENT AMOUNT** field, key the dollar amount of the compromise.

g. In the **DATE RECEIVED** field, key the date of the compromise.

**NOTE:** The **DATE RECEIVED** field defaults to today’s date unless changed.

h. In the **PAYMENTS COMMENTS** field, enter a description of the compromise, if necessary.

i. To add/save the compromise, press the F6 function key.

**NOTE:** The **RECEIPT NUMBER** field is system generated upon adding the compromise and the **OP/OI BALANCE** field reflects the new balance.

j. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

2. To undo a Compromised Amount (FNS Only)

Once a Compromised Amount has been entered, the field becomes protected and must be adjusted through the payment screen.
You may need to adjust the amount for reasons such as, entered in error.

You cannot enter a dollar amount for undoing a compromised amount. The system will automatically adjust (add back) the exact dollar amount of the compromised amount, to the current balance.

a. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

b. In the ENTER OPTION field, key the number 1 and press Enter. The PAYMENTS screen displays.

c. In the REFERRAL ID field, key the ID and press Enter. The referral displays.

d. In the METHOD OF COLLECTION field, key the code AJUC, Adjustment Uncompromised Amount.

e. In the PAYOR NAME field, verify payor’s name. If necessary, select a different payor.

NOTE: The PAYOR NAME field defaults to the case head payee name.

f. In the DATE RECEIVED field, key the date of the compromise.

NOTE: The DATE RECEIVED field defaults to today’s date unless changed.

g. In the PAYMENTS COMMENTS field, enter a description of undoing compromise, if necessary.

h. To add/save the adjustment, press the F6 function key.

NOTE: The RECEIPT NUMBER field is system generated upon undoing the compromise and the OP/OI BALANCE field reflects the new balance.

i. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

F. Increase Current Balance (STATE LEVEL ACCESS ONLY)

The CURRENT BALANCE can only be increased by State staff. The error message: ‘INSUFFICIENT AUTHORIZATION – RESTRICTED TO STATE PI STAFF ONLY. CONTACT STATE PI.’ is displayed should you attempt to adjust the CURRENT BALANCE.

If an adjustment is needed to increase the Current Balance, the county must fax the request to:
For AFDC and Work First Claims

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

a. Casehead Name  
b. Referral ID  
c. Debtor Individual ID  
d. Reason for Increase of Balance  
e. Correct Balance Amount  
f. Signature of Supervisor

For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

a. Casehead Name  
b. Referral ID  
c. Debtor Individual ID  
d. Reason for Increase of Balance  
e. Correct Balance Amount  
f. Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

a. Casehead Name  
b. Referral ID  
c. Debtor Individual ID  
d. Reason for Increase of Balance  
e. Correct Balance Amount  
f. Signature of Supervisor

1. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

2. In the ENTER OPTION field, key the number 1 and press Enter. The PAYMENTS screen displays.

3. In the REFERRAL ID field, key the ID and press Enter. The referral displays.

4. In the METHOD OF COLLECTION field, key the code AJCI, Adjustment Increase Current Balance.
5. In the **PAYOR NAME** field, verify payor’s name. If necessary, select a different payor.

**NOTE:** The **PAYOR NAME** field defaults to the case head payee name.

6. In the **PAYMENT AMOUNT** field, key the dollar amount of the increase to be made to the current balance.

**NOTE:** The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.

7. In the **DATE RECEIVED** field, key the date of the increase.

**NOTE:** The **DATE RECEIVED** field defaults to today’s date unless changed.

8. In the **PAYMENTS COMMENTS** field, enter a description of the increase, if necessary.

9. To add/save the increase, press the F6 function key.

10. To exit and return to the **MAIN MENU**, press the F3 function key. The **MAIN MENU** displays.

**G. To Decrease The Current Balance (STATE LEVEL ACCESS ONLY)**

The **CURRENT BALANCE** can only be decreased by State staff. The error message: ‘**INSUFFICIENT AUTHORIZATION – RESTRICTED TO STATE PI STAFF ONLY. CONTACT STATE PI.**’ is displayed should you attempt to adjust the **CURRENT BALANCE**.

If an adjustment is needed to decrease the Current Balance, fax the request to:

**For AFDC and Work First Claims:**

Economic and Family Services staff at 919-334-1265.

Include on the fax request:

a. Casehead Name  
b. Referral ID  
c. Debtor Individual ID  
d. Reason for Increase of Balance  
e. Correct Balance Amount  
f. Signature of Supervisor
For Medicaid Claims:

DMA Program Integrity staff at 919-814-0036.

Include on the fax request:

- Casehead Name
- Referral ID
- Debtor Individual ID
- Reason for Increase of Balance
- Correct Balance Amount
- Signature of Supervisor

For Food and Nutrition Services Claims:

FNSEP Program Integrity staff at 919-334-1265.

Include on the fax request:

- Casehead Name
- Referral ID
- Debtor Individual ID
- Reason for Increase of Balance
- Correct Balance Amount
- Signature of Supervisor

1. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

2. In the ENTER OPTION field, key the number 1 and press Enter. The PAYMENTS screen displays.

3. In the REFERRAL ID field, key the ID and press Enter. The referral displays.

4. In the METHOD OF COLLECTION field, key the code AJCD, Adjustment Decrease Current Balance.

5. In the PAYOR NAME field, verify payor’s name. If necessary, select a different payor.

**NOTE:** The PAYOR NAME field defaults to the case head payee name.

6. In the PAYMENT AMOUNT field, key the dollar amount of the decrease to be made to the current balance.

**NOTE:** The overpayment field can never be less than the current balance field. If this occurs, you must adjust the overpayment field prior to adjusting the current balance field.
7. In the DATE RECEIVED field, key the date of the decrease.

**NOTE:** The DATE RECEIVED field defaults to today's date unless changed.

8. In the PAYMENTS COMMENTS field, enter a description of the decrease, if necessary.

9. To add/save the decrease, press the F6 function key.

10. To exit and return to the **MAIN MENU**, press the F3 function key. The MAIN MENU displays.

### IV. PAYMENT/ADJUSTMENTS

Corrections to payments that were entered in error are known as **PAYMENT/ADJUSTMENTS**. The **DOR REVERSALS** are corrections mandated by DOR due to an error in the tax intercept process or a change in tax status. These funds are returned to the client debtor.

The **PAYMENT CORRECTION** screen is utilized to correct a payment. In order for a correction to a payment to be made, the system defaults to enter the **entire** incorrect amount back to the account. The person entering the payments must then enter a new payment for the correct amount. For example, if you entered a $500.00 payment, and the amount should have been $50.00, you would have to make a payment correction for the $500.00 (which will make the balance increase) and make separate, new payment of $50.00 (which will make the balance decrease).

**EPICS** does not allow payment corrections for an AFDC claim outside of the current month because AFDC is no longer a valid funding source.

**To apply a payment/adjustment**

**A.** From the **MAIN MENU**, key the number 4 in the Enter Option field and press Enter. The **COLLECTIONS MENU** displays.

**B.** In the **ENTER OPTION** field, key the number 1 and press Enter. The **PAYMENTS** screen displays.

**NOTE:** If you do not know the code or value for a field, you can use the **F4** key, which displays a list of codes or values for selection. This field attribute is only available on those fields that contain a + (plus sign) to the right of the field.

**C.** In the **REFERRAL ID** field, key the ID and press Enter. The referral information displays.

Or

In the **DEBTOR INDIVIDUAL ID** field, key the ID and press Enter. The debtor information displays.
D. In the Receipt # field, key the number and press Enter. The payment displays.

E. Press the F8 function key. The PAYMENT CORRECTIONS screen displays.

F. In the CORRECTION DATE field, change the date if necessary.

G. In the PAYMENT COMMENT field, enter a description, if necessary.

H. To add/save the payment, press the F6 function key.

NOTE: The Receipt # is system generated. The Comments field is system generated with the description: Payment reversal for receipt (the original receipt number).

I. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

or

To return to the PAYMENTS screen and apply a new payment, press the F12 function key. The PAYMENTS screen displays.

NOTE: Prior to applying a new payment, press the F2 function key to clear the screen.

V. PAYMENT HISTORY BY REFERRAL

You can view a list of historical payment information (e.g. payment dates, payment amounts and ending balances) for a specified referral via the PAYMENT HISTORY BY REFERRAL screen.
## A. Payment History By Referral Field Descriptions

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
<th>REQUIRED</th>
<th>SYSTEM GENERATED</th>
<th>OPTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>REFERRAL ID</td>
<td>10 digit number generated by the system upon creation of a referral</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAME</td>
<td>Last name, suffix, first name, and middle initial of the case head payee</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>IND ID</td>
<td>Unique ID associated with the case head payee supplied by CNDS</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>SSN</td>
<td>Case head payee’s social security number</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>DOB</td>
<td>Case head payee’s date of birth</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>SEX</td>
<td>Case head payee’s sex</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>COUNTY</td>
<td>3 digit number from 000-100 representing the county the debtor is currently assigned to for the referral</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PROGRAM</td>
<td>Code that identifies the benefits program to which the referral applies</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>CASE ID</td>
<td>Program Case ID associated with referral</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>COUNTY CASE #</td>
<td>County case number associated with the referral</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>CURRENT BALANCE</td>
<td>Current balance of the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
## Field Descriptions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Required</th>
<th>System Generated</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORIGINAL OP/OI BALANCE</td>
<td>Original overpayment or overissuance amount of the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>S</td>
<td>1 character code used to select a referral for viewing</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>CREATE Dt</td>
<td>Date the payment was made against the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>RECEIVE Dt</td>
<td>Amount of the payment made against the claim</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>AMOUNT RECEIVED</td>
<td>Total dollar amount received for payment – this amount may be different than amount applied</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>AMOUNT APPLIED</td>
<td>Total dollar amount applied to towards the payment – this amount may be different than amount received</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>M ETH</td>
<td>Means by which the money is collected</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>WRKR</td>
<td>The worker number for the individual entering the payment</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>OVERCOLLECTION</td>
<td>Difference between amount received and amount applied – this is generally a refund</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
B. Payment History By Referral Function Keys

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>To access EPICS on-line help</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
<tr>
<td>F4</td>
<td>To display a list</td>
</tr>
<tr>
<td>F7</td>
<td>To display the previous screen</td>
</tr>
<tr>
<td>F8</td>
<td>To display the next screen</td>
</tr>
<tr>
<td>F12</td>
<td>To cancel or return to previous screen</td>
</tr>
</tbody>
</table>

C. Display A List Of Payment History By Referral

1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.

2. In the **ENTER OPTION** field, key the number 2 and press **Enter**. The PAYMENT HISTORY BY REFERRAL screen displays.

3. In the **REFERRAL ID** field, key the ID and press **Enter**. The payment history information displays (if a history exists).

4. View the information.

   **NOTE:** If there are multiple payments, you may need to view more than one screen. Press the **F8** function key to view the next screen and press the **F7** function key to return to the previous screen, if necessary.

5. To exit and return to the **MAIN MENU**, press the **F3** function key. The MAIN MENU displays.
D. View Payment Details By Referral

1. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

2. In the ENTER OPTION field, key the number 2 and press Enter. The PAYMENT HISTORY BY REFERRAL screen displays.

3. In the REFERRAL ID field, key the ID and press Enter. The payment history information displays.

   **NOTE:** If you do not know the code or value for a field, you can use the = and F4 keys to display a list of codes or values for the selection. This field attribute is not available for all fields, but only those fields that contain a + (plus sign) to the right of the field.

4. To select and view the payment, locate the payment entry and key an S to the left of the payment and press Enter. The payment displays.

   **NOTE:** If there are multiple payments, you may need to view more than one screen. Press the F8 function key to view the next screen and press the F7 function key to return to the previous screen.

5. View the payment details.

   **NOTE:** The PAYMENTS screen is read-only. Thus, you cannot make edits/updates. If you decide a payment needs to be adjusted return back to the COLLECTIONS MENU and select option 1.

6. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

   or

Press the F12 function key to return back to the Payment History screen.

VI. PAYMENT HISTORY BY INDIVIDUAL

You can view a list of historical payment information (e.g. receipt number, claim ID and payment amount) for a specified individual ID via the PAYMENT HISTORY BY INDIVIDUAL screen.
A. Payment History By Individual Screen Field Descriptions

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
<th>REQUIRED</th>
<th>SYSTEM GENERATED</th>
<th>OPTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>INDIVIDUAL ID</td>
<td>Unique ID associated with the debtor supplied by CNDS</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAME</td>
<td>Last name, suffix, first name, and middle initial of the debtor for which payment history is to be viewed</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>SSN</td>
<td>Debtor’s social security number</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB</td>
<td>Debtor’s date of birth</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEX</td>
<td>Debtor’s sex</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S</td>
<td>1 character code used to select a referral</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>RECEIPT</td>
<td>The receipt number associated with the payment</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAY DATE</td>
<td>Date the payment was made</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REFERRAL</td>
<td>10 digit number generated by the system upon creation of a referral</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>METH</td>
<td>Method the payment was made</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMOUNT APPLIED</td>
<td>Amount of the payment applied to referral claim</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHECK NO.</td>
<td>Check number, if payment was made by check; TOP cycle number if payment was made by TOP intercept</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**FIELD** | **DESCRIPTION** | **REQUIRED** | **SYSTEM GENERATED** | **OPTIONAL**
---|---|---|---|---
OVERCOLLECTION | Difference between amount received and amount applied – this is generally a refund. | X | 

**B. Payment History By Individual Function Keys**

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>To access EPICS on-line help</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
<tr>
<td>F4</td>
<td>To display a list</td>
</tr>
<tr>
<td>F7</td>
<td>To display the previous screen</td>
</tr>
<tr>
<td>F8</td>
<td>To display the next screen</td>
</tr>
<tr>
<td>F12</td>
<td>To cancel or return to the previous screen</td>
</tr>
</tbody>
</table>

**C. Display A List Of Payment History By Individual**

1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The **COLLECTIONS MENU** displays.

2. In the **ENTER OPTION** field, key the number 3 and press **Enter**. The **PAYMENT HISTORY BY INDIVIDUAL** screen displays.

3. In the **INDIVIDUAL ID** field, key the ID and press **Enter**. The payment history list displays (if a history exists).
4. View the list.

**NOTE:** If there are multiple payments, you may need to view one than 1 screen. Press the F8 function key to view the next screen of history and press the F7 function key to return to the previous screen of history, if necessary.

5. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

D. **View Payment Details By Individual**

1. From the MAIN MENU, key the number 4 in the Enter Option field and press Enter. The COLLECTIONS MENU displays.

2. In the ENTER OPTION field, key the number 3 and press Enter. The PAYMENT HISTORY BY INDIVIDUAL screen displays.

3. In the INDIVIDUAL ID field, key the ID and press Enter. The payment history information displays.

4. To select and view the payment, key an S in the S column to the left of the payment entry.

**NOTE:** If there are multiple payments, you may need to view more than 1 screen. Press the F8 function key to view the next screen of history and press the F7 function key to return to the previous screen of history, if necessary.

5. Press Enter. The PAYMENTS screen displays.

6. View the payment details.

**NOTE:** The PAYMENTS screen is read-only. Thus, you cannot make edits/updates. If you decide a payment needs to be adjusted return back to the COLLECTIONS MENU and select option 1.

7. To exit and return to the MAIN MENU, press the F3 function key. The MAIN MENU displays.

VII. **NC DEBT SETOFF PENDING INTERCEPTS**

The **NC DEBT SETOFF PENDING INTERCEPTS** function allows you to view a list of NC DOR intercepts that have been received by EPICS. These intercepts are waiting for the 30-day appeal process to be completed before funds can be applied to claim balances. This screen is designed to only show referrals in the PENDING stage of the DOR process. If payments or refunds have been applied to the referral(s), they will not appear on this screen.
From the **NC DEBT SETOFF PENDING INTERCEPTS** screen, you can set and identify those intercepts for which the debtor requests an appeal.

Additionally, you can identify those intercepts, which will be applied to the claim balances due to the 30-day timeframe expiring without a response from the debtor.

If the debtor waives their right to the funds it will immediately be removed from this screen and payment and/or refund will be applied to the referral(s). If the appeal decision ruling is in the favor of the county, the referral(s) will disappear from the screen the next time the Apply Payment batch job is run by EPICS.

**NOTE:** Any updates to DOR and TOP, please mail or fax request on county letterhead to the appropriate State DMA or DSS staff to the following:

**Mailing address:** DMA, Quality Assurance Section-18  
2501 Mail Service Center  
Raleigh, NC  27699-2501  
Fax number: (919) 814-0036

**Mailing address:** DSS Economic and Family Services  
2420 Mail Service Center  
Raleigh, NC  27699-2420  
Fax number: (919) 334-1265

The request must include:
- Referral ID
- Case head Name
- Program Case ID
- Justification for refund of interception
- Amount of the interception
- Reason for the interception refund
- Investigator’s signature
- Program Integrity supervisor’s signature

Upon approval of the request, State staff will process release of the interception.
### A. NC DEBT SETOFF Pending Intercepts Field Descriptions

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
<th>REQUIRED</th>
<th>SYSTEM GENERATED</th>
<th>OPTIONAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN</td>
<td>9 digit number for the debtor’s social security number</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NAME</td>
<td>Last Name (up to 20 characters), Suffix (up to 3 characters), First Name (up to 12 characters), and Middle Initial (1 character) of the debtor</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>INDIVIDUAL ID</td>
<td>10 character number of the case head payee provided by CNDS</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>DOB</td>
<td>10 character date of the case head payee’s date of birth</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>SEX</td>
<td>1 character code for the individual debtor’s sex</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>S</td>
<td>1 character code used to select a referral for viewing</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>APL IND</td>
<td>Set by the county when a debtor request an appeal that suspends tax intercept until the outcome of the hearing or waives an appeal</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PGM</td>
<td>Code that identifies the benefits program to which the referral applies</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>REFERRAL</td>
<td>10 digit number generated by the system upon creation of a referral</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>EST. DATE</strong></td>
<td>10 character date in which the claim goes into CO status, by entering the Claim Type as AE, SIE, IHE, or IPV</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CNTY</strong></td>
<td>3 digit number from 000-100 representing the issuing county in which the overpayment took place</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CURRENT BALANCE</strong></td>
<td>Up to 9 characters; Current amount due on the claim</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AMOUNT INTERCEPTED</strong></td>
<td>The amount of money intercepted as a result of NC Debt Setoff for the selected referral</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INTERCEPT DATE</strong></td>
<td>The date the money was intercepted by DOR.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NOTICE DATE</strong></td>
<td>The date the NC Debt Setoff 30-Day Notice was sent to the debtor.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**B. NC Debt Setoff Pending Function Keys**

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>To access EPICS on-line help</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
<tr>
<td>F4</td>
<td>To display a list</td>
</tr>
<tr>
<td>F5</td>
<td>To flow to the Claim Detail Screen for the selected Referral</td>
</tr>
<tr>
<td>F6</td>
<td>To flow to the Debtor Detail Screen for the selected Referral</td>
</tr>
<tr>
<td>F7</td>
<td>To display the previous screen (page up)</td>
</tr>
<tr>
<td>F8</td>
<td>To display the next screen (page down)</td>
</tr>
<tr>
<td>F9</td>
<td>To update the Appeal information</td>
</tr>
<tr>
<td>F10</td>
<td>To flow to the Payment History by Individual screen</td>
</tr>
<tr>
<td>F11</td>
<td>To flow to the Payment History by Referral screen</td>
</tr>
<tr>
<td>F12</td>
<td>To cancel or return to the previous screen</td>
</tr>
</tbody>
</table>

**C. Set Or Update An Appeal Flag**

When a client requests an appeal within the 30-day period, you must set the appeal flag. Likewise, when the appeal status has changed, you must update the appeal field.

1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The COLLECTIONS MENU displays.

2. In the **ENTER OPTION** field, key the number 4 and press **Enter**. The NC DEBT SETOFF PENDING screen displays.
3. In the **SSN** field, key the SSN of the debtor and press **Enter**. The referrals eligible for appeal or pending referrals that have been appealed will appear.

4. In the **S** column, key an **S** beside the referral that requires an appeal to be set or the appeal that needs to be updated.

   **NOTE:** There may be multiple screens to view. If necessary, press the **F8** function key to view the next screen of individuals and press the **F7** function key to view the previous screen of individuals.

5. In the **APL IND** field, key the code for the type of appeal the debtor is requesting or the updated status of the appeal. The = **F4** function may be used.

6. To save and update the screen, press the **F9** function key.

   **NOTE:** If you have multiple appeal flags to set, repeat steps 3-5.

7. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

**D. Set Or Update An “O” Code Appeal Flag**

There are times when a debtor was selected for DOR intercept and should not have been. The O code was created to generate an automatic refund to a debtor

1. From the **MAIN MENU**, key the number 4 in the **Enter Option** field and press **Enter**. The **COLLECTIONS MENU** displays.

2. In the **ENTER OPTION** field, key the number 4 and press **Enter**. The **NC DEBT SETOFF PENDING** screen displays.

---

**FR45**  
NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM  
02/28/2001  
FRD0450  
NC DEBT SETOFF PENDING INTERCEPTS  
10:57:34  
MORE:

SSN ... ________ * NAME: __________________  
IND ID: ________ _ DOB: _____________    SEX: _

APL CURRENT AMOUNT INTERCEPT NOTICE  
S IND PGM REFERRAL EST. DATE CNTY BALANCE INTERCEPTD DATE DATE

PF1=HELP PF3=EXIT PF4=LIST PF5=CLAIM DTL PF6=DEBTOR DTL  
PF7=PREV PF8=NEXT PF9=UPDATE PF10=PYMT INDU PF11=PYMT REFERAL  
PF12=CANCEL
3. In the **SSN** field, key the SSN of the debtor and press **Enter**. The referrals eligible for appeal or pending referrals that have been appealed will appear.

4. In the **S** column, key an S beside the referral that requires an appeal to be set or the appeal that needs to be updated.

   **NOTE:** There may be multiple screens to view. If necessary, press the **F8** function key to view the next screen of individuals and press the **F7** function key to view the previous screen of individuals.

5. In the **APL IND** field, key the code O.

6. To save and update the screen, press the **F9** function key.

7. To exit and return to the **MAIN MENU**, press the **F3** function key. The **MAIN MENU** displays.

**VIII. TOP PAYMENT ONLINE POSTING/CORRECTION/REFUND/REVERSAL (STATE LEVEL ACCESS ONLY)**

There are times that State Staff must post TOP payments, issue refunds as tax intercept flag was not set, or a TOP reversal cannot automatically be completed by EPICS.

**A. Post Payment By Referral**

1. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.

2. From the **COLLECTIONS MENU**, select option 1, **PAYMENTS/ADJUSTMENTS/REVERSALS**.

3. On the **PAYMENTS** screen, key the referral ID number and press **ENTER**.

4. Enter **METHOD OF COLLECTION** of 'T', **CYCLE NUM**, and **PAYMENT AMOUNT** (Amount minus the collection fee).

5. Enter any **COMMENT**; however, this is an optional field.

6. Press F6 (ADD). The TOP payment is posted.

**B. Post Payment By Individual ID Number**

1. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.

2. From the **COLLECTIONS MENU**, select option 1, **PAYMENTS/ADJUSTMENTS/REVERSALS**.

3. On the **PAYMENTS** screen, key the individual ID number and press **ENTER**.
4. Enter **METHOD OF COLLECTION** of ‘T’, **CYCLE NUM**, and **PAYMENT AMOUNT** (Amount minus the collection fee).

5. Enter any **COMMENT**; however, this is an optional field.

6. Press F6 (ADD). The TOP payment is posted.

**C. TOP Payment Correction/Refund**

TOP payment correction is used to back out a payment that has been applied to a claim. No notice is sent to the debtor in this situation.

1. **Correction**
   a. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
   b. From the **COLLECTIONS MENU**, select option 3, **PAYMENT HISTORY BY INDIVIDUAL**.
   c. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.
   d. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.
   e. The **TOP PAYMENT CORRECTION** displays with the payment information selected. Press F6 (CORRECT). The payment is adjusted out. The claim balance increases. If the claim is in closed status (CL), the system changes to open status (CO).

2. **Refund**

Before a refund can be completed, the payment needs to be backed out. See above for Correction instructions.
   a. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.
   b. From the **COLLECTIONS MENU**, select option 3, **PAYMENT HISTORY BY INDIVIDUAL**.
   c. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.
   d. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.
e. The **TOP PAYMENT CORRECTION** screen displays. Complete a payment correction by pressing F6 (CORRECT).

f. Enter the **REFUND AMOUNT** and **REFUND FEE**. Press F8 (REFUND). A confirmation message is displayed ‘WAS REFUND FEE ENTERED? CONFIRM BY PRESSING F8’. Press F8 again. The payment is adjusted out and displays as ADJ.

### D. Top Payment Reversal

A notice is generated when a TOP Payment Reversal is manually completed.

1. From the **MAIN MENU**, select option 4, **COLLECTIONS MENU**.

2. From the **COLLECTIONS MENU**, select option 3, **PAYMENT HISTORY BY INDIVIDUAL**.

3. On the **PAYMENT HISTORY BY INDIVIDUAL** screen, key the individual ID number and press ENTER. The payment history for that individual displays.

4. Enter an S by the TOP payment for which a correction is needed. The **PAYMENTS** screen displays. Press F8 (CORRECT). Press ENTER.

5. The **TOP PAYMENT CORRECTION** screen displays. Press F9 (REVERSAL).

### E. TOP Payment Correction Screen

```
FR39    NC DHHS - ENTERPRISE PROGRAM INTEGRITY CONTROL SYSTEM  03/02/2004  
FRD0392  TOP PAYMENT CORRECTION  15:44:01

ORIGINAL
RECEIPT #: 0000220516
DATE RECEIVED: 03/08/2002
PAYMENT AMOUNT: 999.80
METHOD OF COLLECTION: T
PAYOR NAME: _______________________

CORRECTION METHOD OF COLLECTION: ADJ
PAYMENT AMOUNT: 999.80 REFUND AMOUNT: 0.00
CORRECTION DATE: 03/02/2004 REFUND FEE: 
RECEIPT #: 0000000000 RECEIPT #: 00000000

PAYMENT COMMENT
PAYMENT CORRECTION FOR RECEIPT = 0000220516

TO REFUND YOU MUST FIRST DO PAYMENT CORRECTION
F3=EXIT  F6=CORRECT  F8=REFUND  F9=REVERSE  F12=CANCEL
```
IX. UTILIZING F4

If you do not know the code or value for a field, you can use the F4 key, which will display a list of codes or values for selection. This field attribute is only available in those fields that contain a + (plus sign) to the right of the field.

To enter field details using F4

1. In the field that contains a + (plus sign) to the right of the field, key = (equal sign) and press F4. The specific code list screen displays.

2. To select a code or value, tab to the appropriate code/value in the S column and key s.

3. Press Enter. The previous screen displays with the field populated with the selected code or value.

4. Continue entering or updating the screen details.

X. NAME SEARCH

When you are working with referrals and are uncertain of the individual ID, use the Name Search function. This searching method provides you with the capability to search CNDS for an individual ID number. There are 4 search criteria. You can only select one search method:

0  Name, Sex, Date of Birth only
1  SSN (social security number) only
2  Individual ID only
3  Case ID only

A. Name Search Function Key Descriptions

<table>
<thead>
<tr>
<th>KEY</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>To access EPICS on-line help</td>
</tr>
<tr>
<td>F3</td>
<td>To exit and return to the Main Menu</td>
</tr>
<tr>
<td>F4</td>
<td>To clear the search criteria fields</td>
</tr>
<tr>
<td>F11</td>
<td>To display the Maintain Client screen</td>
</tr>
<tr>
<td>F12</td>
<td>To return to the previous screen</td>
</tr>
</tbody>
</table>

B. Search Individual ID Using Name Search Function

1. In the INDIVIDUAL ID field, key = and press F4. The NAME SEARCH screen displays.

2. Select a search method and key the appropriate information in the field(s).
3. To initiate the search, press **Enter**. The Name List screen displays with all records that match your search criteria.

4. In the **Sel** column, key a S in the field next to the appropriate individual and press **Enter**. The previous screen displays with the data from the search.

5. Continue entering or updating the screen details.

### XI. AFDC/TANF RECOUPEMENT PROCESS

A. **NCFAST** drives the recoupment process. The worker enters the recoupment amount into **NCFAST**. If the amount entered is greater than $99, the case is displayed on the FRD401 Error Report with the message: **RECOUPEMENT AMOUNT EXCEEDS $99.**

B. **NCFAST** sends **EPICS** the case ID’s that contain recoupment data. **EPICS** searches **CNDS** for all individual ID numbers that are included on the **NCFAST** case.

If client is not found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: **CNDS CONTAINS NO PERSON FOR THIS CASE.**

C. The program searches to determine the persons included on the **NCFAST** case and determines if the dependent indicator is I or P (**CNDS**).

D. Using the information in C. above, the program determines which persons are debtors in **EPICS** and if:

1. The Referral Status is CO
2. The Program is AFDC or TANF
3. The Current Balance is greater than zero (0.00)
4. The Claim Type is IPV, IHE, AE, SIE

They are excluded if:

1. Claim is Deleted
2. Claim Debtor is Deleted
3. Claim Category is IPV and Substantiation Method is S, A, or D and the Repayment Approach Method of Collection is not equal to R
4. Criminal Judgement Date is greater than 0001-01-01 and the Repayment Approach Method of Collection is not equal to R
5. The Letter of Overpayment Date (LOI) must be 10 working/business days greater than the run date

E. If debtor(s) is found, **EPICS** divides the recoupment amount equally amount the debtors on the AFDC or TANF case.

F. **EPICS** sorts all claims involved and posts to the oldest claim first for each debtor.
G. If no debtors eligible for recoupment are found, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: NO CLAIM TO POST MONEY

H. If there is an error applying the payment due to debtor-referral combinations, the case is displayed on the FRD401 EIS Recoupment Error Report with the message: FRDC1APP:APPLY PAYMENT ERROR. This message indicates the invalid relationship between the debtor and referral ID and they do not match, thus unable to apply a payment

I. If a benefit has been issued and the benefit displays in NCFAST or if the benefit is re-issued/restored, the recoupment is not posted in EPICS nor does it appear on the FRD401 EIS Recoupment Error Report.

J. When an EIS Recoupment appears on the FRD401 EIS Recoupment Error Report due to the following errors:
   
   No Claim to post money
   Individual not a debtor in EPICS
   Recoupment Amount Exceeds $99/Invalid Recoupment Amount
   Apply Payment Error indicates the debtor and referral ID do not match.

Either:

1. Post the recoupment in EPICS using Local Recoupment ‘LR’ Method of Collection

2. Issue supplemental benefits through NCFAST

3. Both 1 and 2 above.

XII. FNS RECOUPMENT PROCESS

A. EPICS identifies all FNS claims that are eligible for recoupment. To be eligible for recoupment:

1. The Referral Status must equal CO,

2. The Program must be FS,

3. The Claim Balance must be greater than zero,

Calculation of the balance in EPICS for the FNS case is completed by determining the oldest claim for all debtors that are associated with the particular FNS case.

a. If the oldest claim is IPV, the balance is the sum of all IPV claims.

b. If the oldest claim is AE, the balance is the sum of AE, IHE, and SIE claims.

c. If the oldest claim is IHE, the balance is the sum of AE, IHE, and SIE claims.

d. If the oldest claim is SIE, the balance is the sum of AE, IHE, and SIE claims.
4. The Claim has not been deleted,
5. The Claim Category must be IPV, IHE, AE, or SIE,
6. The Claim Substantiation Method is not S or D,
7. The Letter of Overissuance date must be the current date minus ten (10) work days (business days).
8. The claim must be delinquent:
   a. Identify all payments made in the last sixty (60) days,
   b. Payments not considered are: AJCA, AJCD, AJCI, AJUC, EX, EB, FSC, R, LR,
   c. All payments that are considered, C, O, S, N, CN, T, CT, are added together,
   d. All adjustments that are considered, which is ADJ, are added together,
   e. The sum of all considered payments minus the sum of all considered adjustments equals the net payment,
   f. If the net payment is greater than zero, the person is not delinquent.

B. EPICS determines all claim debtors for the claims identified and determines from the Common Data Database (CNDS) which debtors are included in an active Food and Nutrition Services case. In addition, the claim debtors must meet the following criteria:
1. The Claim Debtor is not deleted,
2. The Claim Debtor Food Stamp Appeal indicator is not ‘X’,
3. The Claim Debtor Repayment Approach is ‘R’, if the claim has a criminal judgement,
4. The Claim Debtor Repayment Approach is ‘R’, if the Claim Category is IPV and the Substantiation Method is A, S, or D,

C. EPICS sends to NCFAST the case ID for the active Food and Nutrition Services case, the claim category, and the claim balance for each debtor in the active Food and Nutrition Services case. Based on the claim category, FSIS uses the appropriate percentage to recoup from the FSIS case.

D. EPICS posts Food and Nutrition Services recoupments the last work night of the month, and posts recoupment money to the claims sorted by the oldest establishment date and referral ID. The recoupment amount is divided equally among all debtors who are in the active Food and Nutrition Services case from which the recoupment came. It is possible that a recoupment may come from a Food and Nutrition Services case in County A to pay on a claim in County B. This could occur when a debtor on a referral is owned by one county is receiving Food and Nutrition Services benefits in another county.